



Staff Job Description

Position: Bilingual Employment Services Manager

The Employment Services Manager will work in the Employment Services Program, to identify and assist Irving residents, many with little or no source of earned income, to positions with local employers with the goal of self-sufficiency. The Employment Services Manager will:

- Engage clients and establish a trusting and collaborative relationship needed to develop an individual employment (and/or educational) plan.
- Assess vocational skills and abilities using background information and previous work history to appropriately match people with employment opportunities based on their goals.
- Assist in editing or creating resumes, cover letters; paper or online applications, and conduct mock interviews to enhance chances of interview success.
- Support and encourage clients throughout the employment-seeking process and follow through with partnership requirements and employment/educational plan developed for their success.
- Assess client needs and refer clients to partnering agencies when appropriate.
- Research job leads based on client needs.
- Create materials for marketing weekly Job Search Seminars and Hiring Events.
- Document and maintain updated client information in files as well as the computerized client database while maintaining appropriate client confidentiality at all times.
- Apply funding according to agency guidelines, and follow monthly reporting requirements and outcome measurement procedures.
- Assist in training volunteers and interns when needed.
- Manage time and prioritize tasks appropriately.
- Attend monthly staff meetings, training, events and/or board meetings when appropriate.
- Communicate effectively with clients, volunteers, agency staff, local employers, and social services agencies.
- Adhere to guidelines in the agency's Employee Policy Manual.
- All other duties and tasks as assigned.

Required qualifications:

- Bilingual; ability to read, write and speak in English and Spanish required.
- Proficient in all MS Office Software (i.e. MS Word, Excel, Power Point, Outlook).
- Intermediate/Expert knowledge on resume and cover letter review and functionality with ability to facilitate instructional training when needed.
- Basic math skills and knowledge of creating budgeting plans.
- Exceptional interpersonal, administrative and organizational skills.
- Detail oriented with excellent oral and written communication.

Salary: Based on experience and qualifications.

To Apply: Submit cover letter, resume, and three work-related references to Julia Black, Program Manager, 440 South Nursery Rd., Suite 101, Irving, TX 75060, or, jblack@irvingcares.org.

Use **Employment Services Manager** as the subject line in your e-mail application.